OLCF User Assistance and Outreach (UAO)

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A. Bland, OLCF Project Director
L. Gregg, Division Secretary

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H. George, HR Rep.
K. Carter, Recruiting
M. Richardson*, Facility Mgmt.
M. Disney, ES&H Officer
R. Adamson, M. Disney, Cyber Security

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T. Dunning
K. Droegemeier
S. Karin
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Industrial Partnerships
S. Tichenor

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K. Boudwin

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J. Rogers, Hardware Acquisition
R. Kendall, Test & Acceptance Development
A. Baker, Commissioning
D. Hudson, Project Management
K. Stelljes, Cray Project Director

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INCITE Program
J. White

Cray Supercomputing Center of Excellence
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D. Kiefer   L. DeRose

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A. Geist

OLCF System Architect
S. Poole

Application Performance Tools[5]
R. Graham
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R. Barrett
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L. Broto[7]
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S. Hodson
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Scientific Computing
R. Kendall
A. Fields

S. Ahern[#]
E. Apra[5]
R. H. Baker
D. Banks[3]
M. Brown
J. Daniel
M. Eisenbach
M. Fahey
J. Gergel[5]
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B. Mintz[7]
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D. Pugmire
R. Sisneros[7]
R. Sankaran
R. Tchoua
A. Tharrington[#]
R. Toedte

User Assistance And Outreach
A. Barker
S. Mowery

J. Buchanan
A. Carlyle
C. Fuson
E. Gedenk[1]
B. Gajus[5]
M. Griffith
S. Hempfling
J. Hines[#]
S. Jones
K. Rockett[1]

D. Levy[5]
M. Miller
L. Rael
B. Renaud
D. Rose
A. Simpson
J. Smith[1]
B. Whitten
L. Williams[5]

High-Performance Computing Operations
A. Baker
S. Allen

R. Adamson
M. Bast
J. Becklehimer[4]
J. Breazeale[6]
J. Brown[6]
M. Disney
A. Enger[4]
C. England
J. Evanko[4]
A. Funk[4]
D. Garman[4]
D. Giles
M. Hermanson[2]
J. Hill
S. Koch
H. Kuehn
C. Leach[6]

D. Leverman
D. Londo[4]
J. Lothian
D. Maxwell[@]
M. McNamara[4]
J. Miller[6]
D. Pelfrey
G. Phipps, Jr.[6]
R. Ray
S. Shpanskiy
C. St. Pierre
B. Tennessen[4]
K. Thach
T. Watts[4]
S. White
C. Willis[4]
T. Wilson[6]

Technology Integration
G. Shipman
S. Mowery

T. Barron
D. Dillow
D. Fuller
R. Gunasekaran
S. Hicks[5]
Y. Kim
K. Matney
R. Miller
S. Oral

B. Settlemyer[5]
D. Steinert
J. Simmons
V. Tipparaju[5]
S. Vazhkudai[5]
F. Wang
V. White
Z. Zhang

[1]Student
[2]Post Graduate
[3]JICS
[4]Cray, Inc.
[5]Matrixed
[6]Subcontract
[7] Post Doc
*Acting
#Task Lead
@ Technical Coordinator

07/06/2010

Customer Support Interfaces
Scientific liaisons
User assistance analysts
Problem resolution
User satisfaction surveys

Outreach to the Next Generation
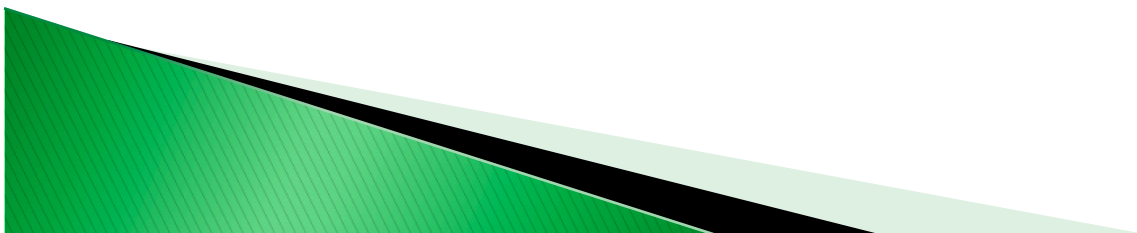Learning opportunities for
students and faculty
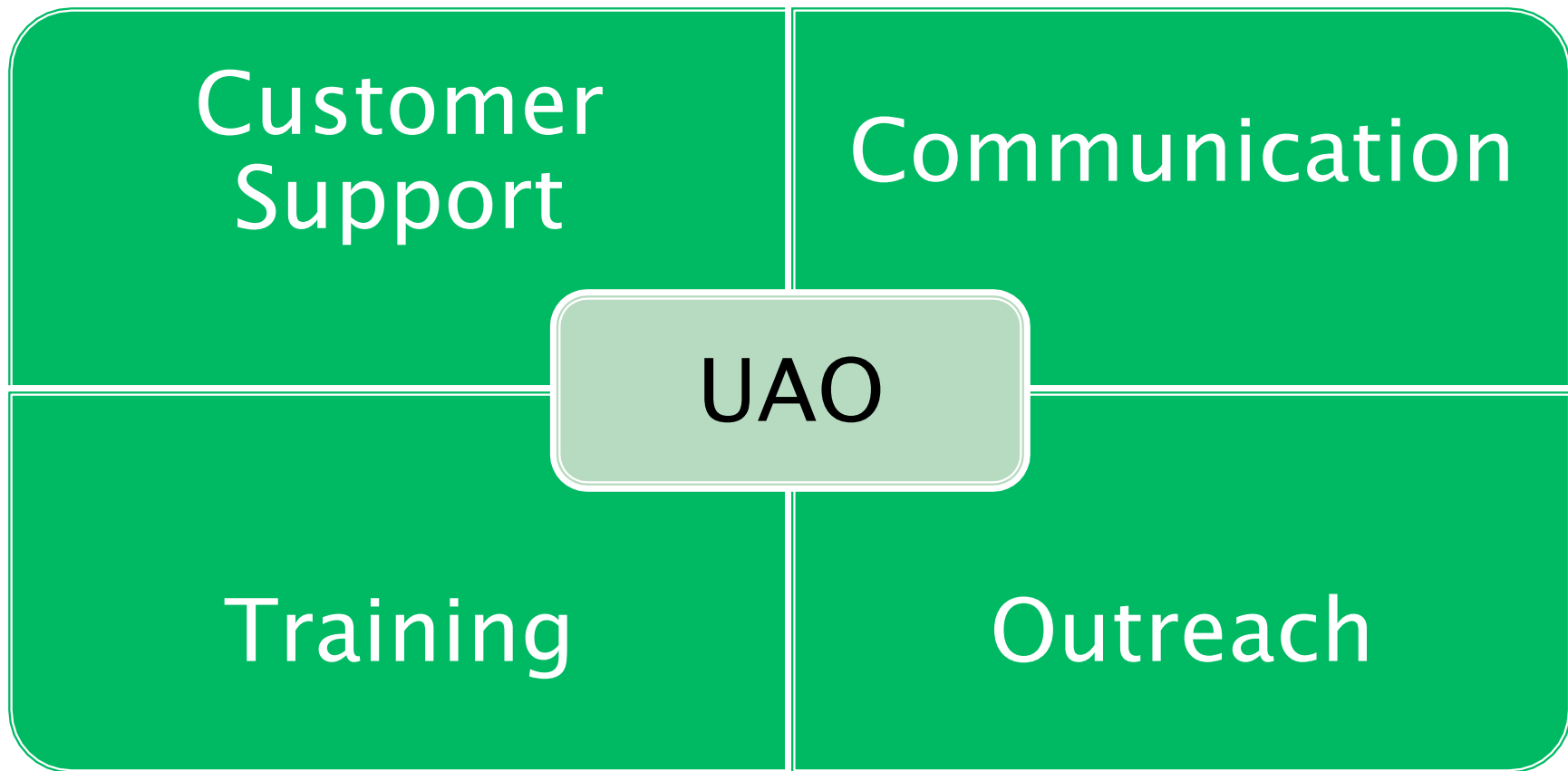
Communication with Users
Multiple channels; easy and
frequent access

Training Current and Future Users
Workshops tailored to user needs

UAO Responsibilities

Customer Support	Communication
UAO	
Training	Outreach

UAO – Staff Members

- **Accounts**
  - Maggie Miller
  - Lisa Rael

- **User Assistance Analysts**
  - James Buchanan
  - Adam Carlyle
  - Mitch Griffith
  - Chris Fuson
  - Bill Renaud
  - Adam Simpson
  - Bobby Whitten

- **Training & Outreach**
  - Brian Gajus
  - Sherry Hempfling
  - Jayson Hines
  - Scott Jones
  - Dawn Levy
  - Deborah Rose
  - Jason Smith
  - Leo Williams
  - Caitlin Rockett (Student Intern)
  - Eric Gedenk (Student Intern)

Customer Support - Accounts Team

Projects & Accounts

- Account team responsible for activating projects and getting users access to the OLCF resources

- Currently we have 161 active OLCF projects

- Over 1,200 users
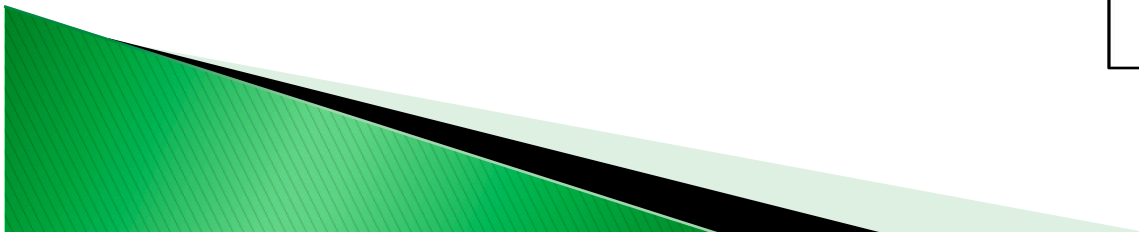
Customer Support – User Assistance (help@nccs.gov)

- Problem resolution

- Development of support resources

- Communication with users

- Development and delivery of training

- Customer advocate with other OLCF groups
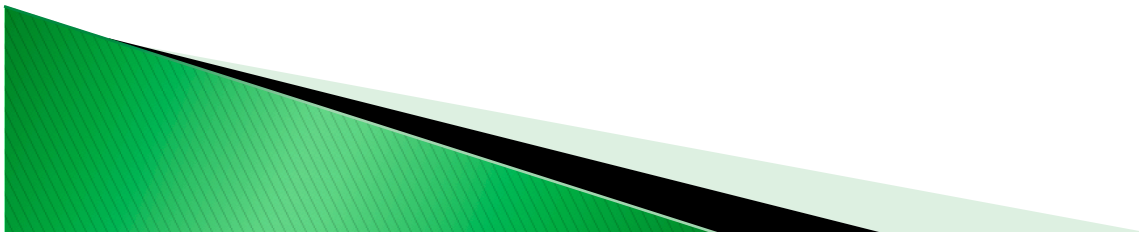
Customer Support – User Assistance Metrics for 2010

- Average Response Time: 29 minutes, 9 seconds
  - Group metric: Average response time less than 2 hours

- Tickets Resolved within 3 business days: 95%
  - Group metric: 80% resolved within 3 business days
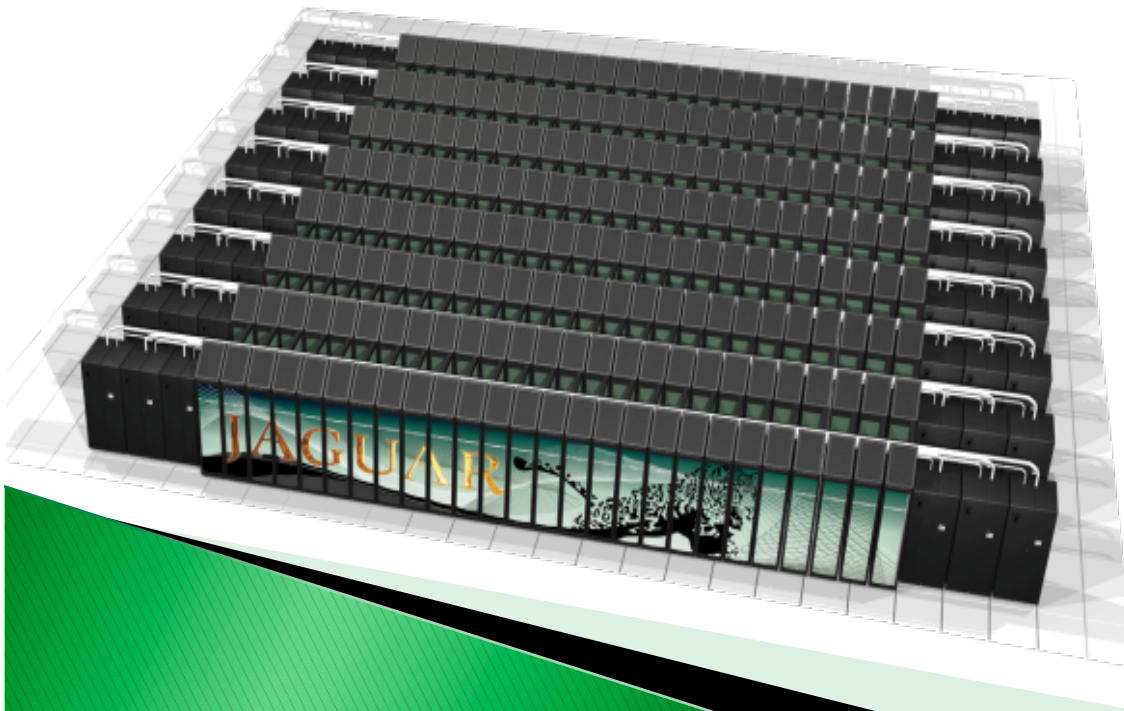
Dept. of Energy's
most powerful computer

Communications

- Friday announcements
- Emergency notifications →
- Center announcements
- User Conference Calls
  - Recent Communication Examples
    - ✓ Retirement of the XT4
    - ✓ File System Enhancements
    - ✓ Spider File System Updates
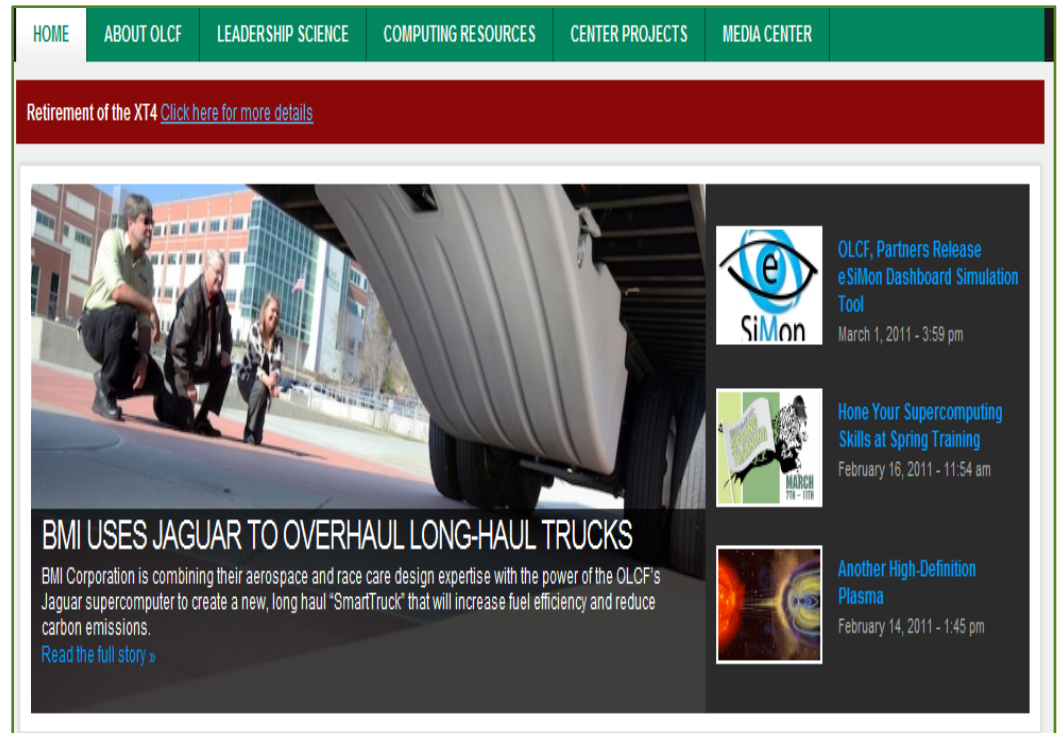
Overall Satisfaction with OLCF

Year	Overall Satisfaction Rating on a 5 Point Scale
2006	3.7
2007	4.1
2008	4.2
2009	4.29
2010	4.31

▸ Overall satisfaction ratings have seen a year-to year increase from 3.7 in 2006 to 4.31 in 2010. Overall ratings were very positive this year as 90% reported being "satisfied" or "very satisfied" with OLCF overall.

OLCF Outreach

Goal: Showcasing OLCF research and engaging users through strategic communication activities

- Science highlights

- Center publications

- Workshops and lectures

- Community outreach

- Websites
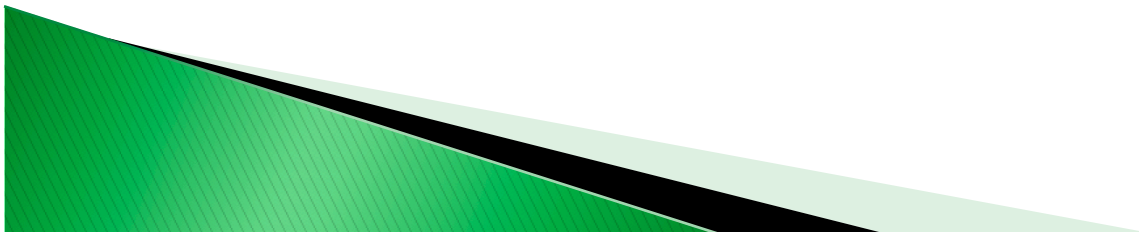
Science Highlights

Outreach team works to highlight the research of OLCF users through several mediums

- Science highlights

- Newsletter

- Website

- External media and trade publications

Center Publications, Additional Outreach Activities

- Reports
    - Science at the Petascale
    - Annual Report

- Videos
    - Researcher success stories
    - YouTube
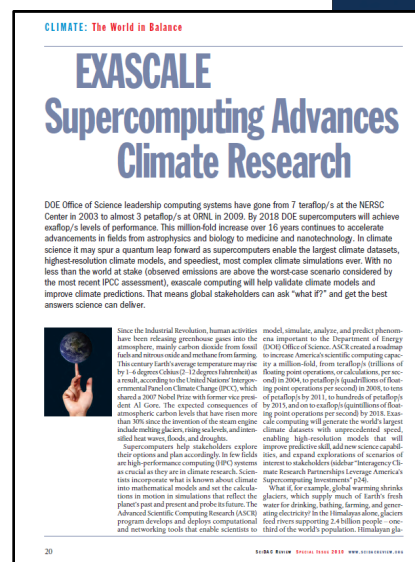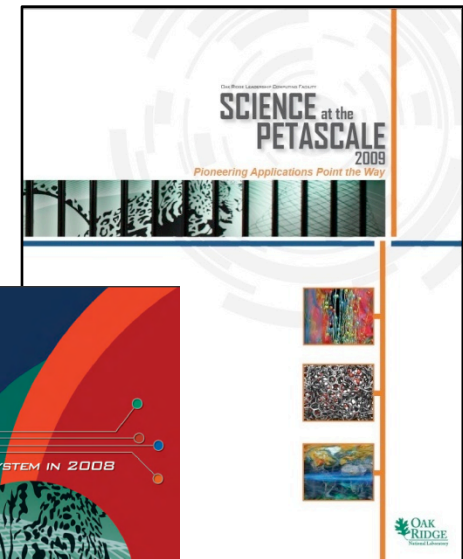
Community Outreach

Outreach team works to engage current, new, and next-generation users through training and education

Seminar Series

- OLCF users visit the lab to discuss their experience running on the supercomputers

Workshops and Educational Events

- On average we hold 15-20 workshops a year

- Morehouse College Supercomputing Course

Tours

- Over 950 tours in 2010 & 110 tours to date in 2011

New Center Projects

UAO completed work on a project that will allow you to elect to receive emails when the status of a machine changes.

To sign up, go to:
http://www.olcf.ornl.gov/kb_articles/notice-lists-what-they-are-and-how-to-subscribe/

JAGUARPF
Up since March 9 05:05 AM

JAGUAREXT
Up since February 9 05:17 PM

HPSS
Up since March 9 12:58 PM

LENS
Up since February 9 05:20 PM

SMOKY
Up since March 3 01:15 PM

New Center Projects

User Assistance and Outreach team have deployed a new OLCF website, http://olcf.ornl.gov
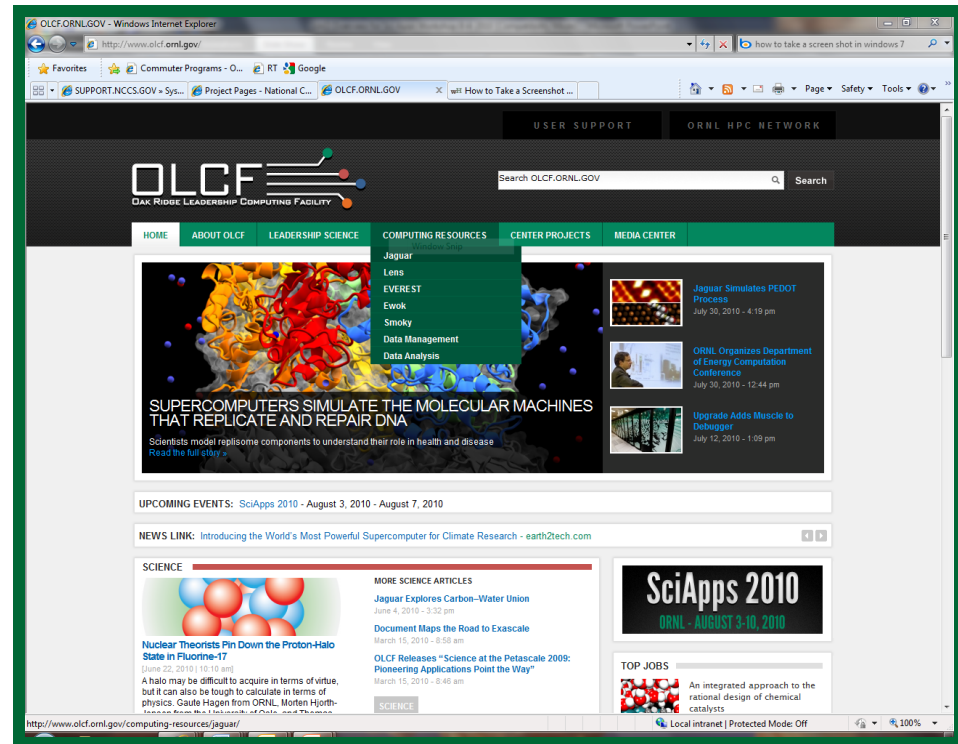
New Center Projects

Creation of new Jaguar User Guide

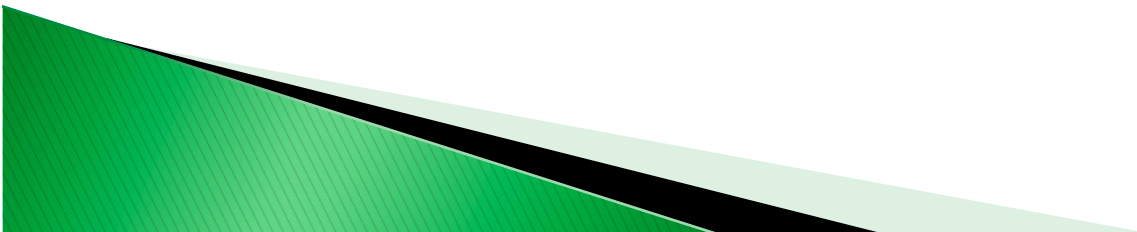**Jaguar User Guide**

Future UAO Projects

Update USERS site (http://users.nccs.gov)

Add additional alert mechanisms

Develop training and support documentation for Titan

Add functionality for users to check the status of their project and account requests online

Continue to add to the knowledgebase

Contact Me:
Ashley Barker
Email: ashley@ORNL.GOV